

Technical FAQs for COVIDSafeNC

9/8/21

How do I access the COVIDSafeNC system? Is there an app to download?

The COVIDSafeNC system is not a mobile app. It is accessible from a browser at COVIDSafe.nc.gov.

How do I log in?

You will log in using your NCID and password.

I don't know what my NCID is. How can I find it?

Contact your agency NCID Administrator for assistance. You can find your Agency NCID Administrator's contact information here: <https://it.nc.gov/support/ncid/administrators>.

I don't have an NCID. How do I get one?

If your supervisor has approved for you to have an NCID, contact your agency NCID Administrator to request one. You can find your agency NCID administrator at: <https://it.nc.gov/support/ncid/administrators>.

I entered my correct NCID and password, but I can't get in.

Phase I of COVIDSafeNC only includes Cabinet agencies and some other participating agencies. More agencies will be added as the system is expanded. If your agency is not currently included, contact your Agency Human Resources Office for guidance on how to submit your record(s).

What is the "Person ID" that shows on my profile?

This is a unique identifier that is your personnel number in the HR-Payroll system. If you are a contractor or a temporary employee not paid through the HR-Payroll system, you will not have access to enter your information through the COVIDSafeNC Application at this time (unless your Agency HR Office has instructed you that you do have a Person ID as an unpaid employee in the HR-Payroll system).

What do I do if my profile information is incorrect?

Contact your agency NCID Administrator to correct your name or email address. For any other questions about your information, contact your Agency Human Resources Office.

I entered my information and clicked ACCEPT, but it won't go through. What am I doing wrong?

Be sure to complete all fields and attach a document (vaccination record or weekly testing result) before clicking the ACCEPT button. Then, review the information for accuracy and be sure to click SUBMIT.

How can I be sure that my information was submitted?

You should see a confirmation screen that thanks you for your submission. If not, please contact your Agency Human Resources Office.

How secure is the COVIDSafeNC system?

- The solution utilizes NC DIT's existing Amazon Web Services (AWS) account/environment with all data residing within the continental United States.
- The solution utilizes the State's identity and access management system (NCID) for authentication and access control to the system. In addition, the solution will follow the State's requirements for password management and complexity.
- All data collected in the system is encrypted while stored (at rest) and while in transit using industry standard encryption methods and algorithms.
- All major software components are current and follow the State's requirement for supported software components. In addition, the system is periodically scanned for vulnerabilities using industry standard tools and will follow the State's vulnerability management requirements.
- All activity in the system is audited and stored in system logs.
- Administrator access to the system is restricted with multi-factor authentication (MFA) authentication using industry-standard requirements for password complexity and account lockouts. In addition, admin access is audited and logged
- Your information will only be accessible by individuals authorized by your Agency Human Resources Office.

If I already uploaded my vaccination record after my first shot, will I be able to upload it again after my second shot?

Yes. If you are getting a two-shot vaccine (Pfizer or Moderna), you will be able to enter your shots and documentation separately and upload your vaccination record a second time. If you receive the single shot Johnson & Johnson vaccine, upload just once. Remember, you are considered fully vaccinated two weeks after receiving your last shot.

I accidentally submitted incorrect information. How do I correct it?

Please contact your Agency Human Resources Office for assistance.

Why am I unable to upload my document (vaccination record or weekly testing result)?

It is possible the document is too large. There is a size limit of 4 MB. Any document larger than that will not be accepted. If too large, try using image editing software, such as Paint, to reduce its size and submit again.

What kinds of documents can I upload?

You can upload documents of the following types: pdf, jpg and gif.

What browser types are supported?

The recommended browsers are Chrome, Firefox and Safari. You can access the COVIDSafe.nc.gov website via computer, smartphone or other mobile device to enter your information. Note that Internet Explorer is not supported.

Why am I seeing a white screen when I login?

The most likely reason for this issue is that you have logged in with an unsupported browser. If you are using Internet Explorer, you will see a white screen. Please use Chrome, Safari to access the COVIDSafeNC application.

How do I receive help if I receive an error code?

For this or other technical support issues, please open a Support Desk Ticket at [COVIDSafeNC Issue](#) or by calling 919-754-6000.

My question was not answered in these FAQs. Where can I go for more support?

You may contact your Agency Human Resources Office for questions about your specific situation. You may also access the Vaccination or Testing Policy and related FAQs at <https://oshr.nc.gov/vaccinationor-testing-policy>.

Finally, for technical support questions, you may open a support request at [COVIDSafeNC Support Request](#) or by calling 919-754-6000.